



RESERVE SUPPORT UNIT / DEPLOYMENT PROCESSING COMMAND



***MFR Reorganization/
MCIRSA/
Customer Service
Center***



ORGANIZATION OF MARINE FORCES RESERVE

Commander
Marine Forces

Reserve

4th
MarDiv

4th MAW

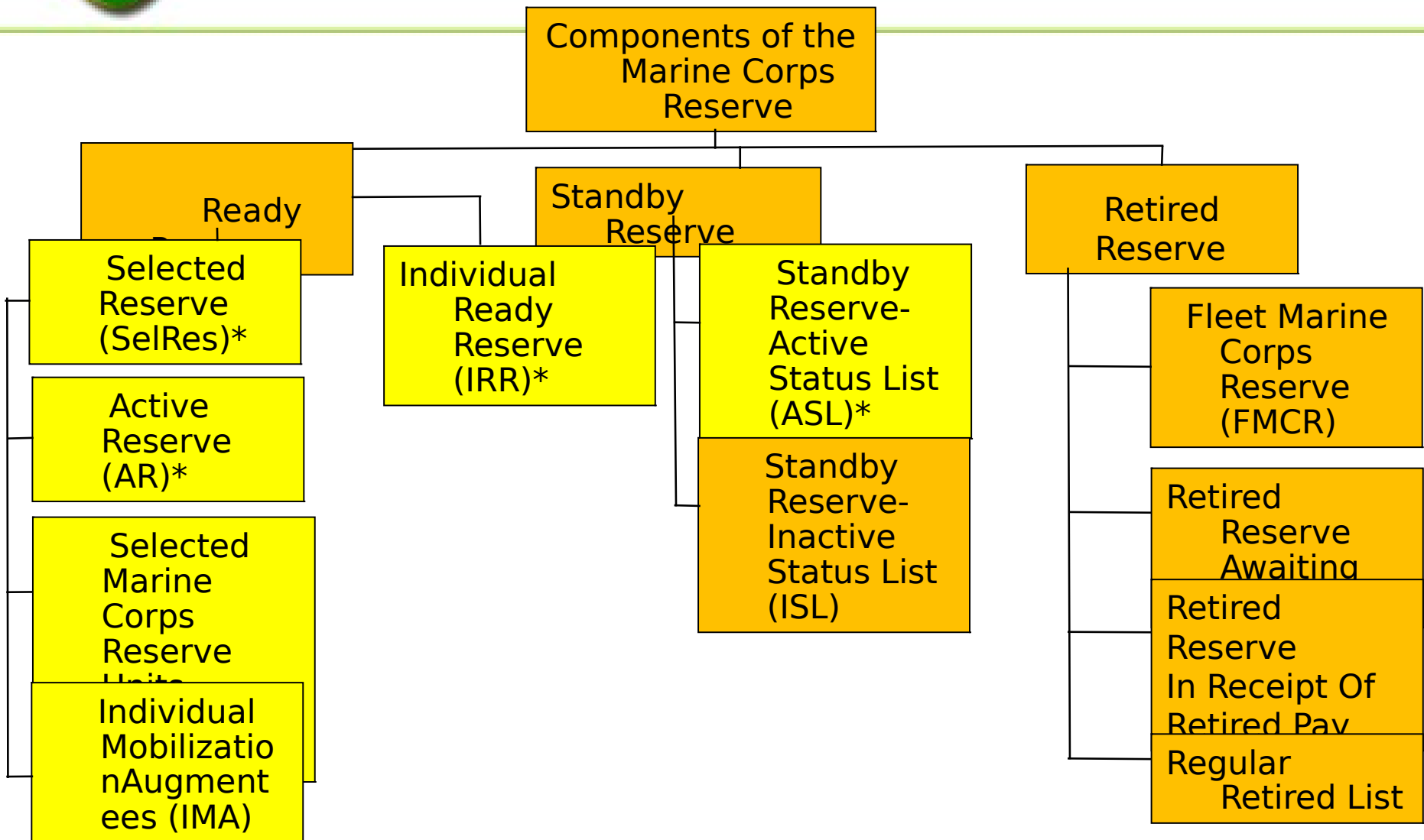
4th MLG

MCIRSA*

*formerly
MOBCOM/MIRSO



MARINE CORPS RESERVE COMPONENTS





MCIRSA

- Stands for “Marine Corps Individual Reserve Support Activity”.
- Located in New Orleans, LA.
- Has taken general administrative functions that MOBCOM previously handled.



MFR Customer Service Center (CSC)

IMA Admin Office's primary means to execute personnel administration for IMA Marines. **YOU CAN USE THE CSC TOO!**

IMA Admin Office does not have Unit Diary capabilities necessary to update most information within MCTFS, aside from training events (i.e. PFT/CFT, rifle/pistol, etc.).

- All requests for an individual update to a members record will be submitted to the Customer Service Center for action.
- These requests are assigned an Personnel Action Request (PAR) number for tracking purposes.
- PARs will be worked within 5 business days of date submitted.



MFR Customer Service Center (CSC)

Simple and quick PARs are worked and completed immediately by CSC personnel.

Complex and time consuming PARs are assigned to the appropriate section/individual within MFR to work and complete.

Progress of PARs can be tracked and email notifications given at every level of involvement through to completion.

If no action taken by CSC within 5 business days, the OpSponsor or Marine should contact the CSC immediately for assistance and follow up.



Using the MFR CSC Website (basic access)

Search the knowledge base which contains questions and answers pertaining to a wide variety of topics.

marines.mil/unit/marforres: Find Answers (Page 1 of 10) ×

https://csc.marforres.usmc.mil/Scripts/csc.cfg/php.exe/enduser/std_alp.php

med hold info MC Websites lex links Job Search Career re... VA related College Related I-CANI™ Legal State ...

 **Marines**
The Few. The Proud.

 **MARINE FORCES RESERVE**
Customer Service csc@marforres.usmc.mil
1-800-255-5082

Information and Online Customer Service

Incidents can now be accepted via fax. The new fax number is 504-697-8695. Please remember to include all contact information to include **name, rank, last 4, email, and phone number**. Without this information we may be unable to process your request.

Answers Ask a Question/Submit a Request (ePAR) My Personal Folder Login Help

Search by Topic  Search by Keyword  

All  

Powered by 

100 Answers Available 

Page: 1 of 10 

	Summary	Most Popular
1	Travel Claim and Orders	2147483647
2	CSC Website Instructions	2147483647
3	Marine Corps Institute (MCI)	2268173
4	Marine Online (MOL) Help	1057274
5	Contacting a Prior Service Recruiter	1028778
6	Conditional Release	806406
7	IRR Discharge Information	567079
8	Marine On Line (MOL) Account Access	464122
9	Military Service Obligation	354841
10	National Call to Service	149820



Using the MFR CSC Website (Create an Account)

In order to use the other features of the website, you must create an account.

- Click on the 'Login' tab
- Click on 'Create a New Account'
- Fill out the form (Email address is the recommended User ID)
- Click on 'Create Account'
- If the next screen tells you that you already have an account, please contact the CSC (1-800-255-5082). If we created you as a customer the system will not let you create yourself again.

marines.mil/unit/marforres: Create a New Account

https://csc.marforres.usmc.mil/Scripts/csc.cfg/php.exe/enduser/acct_new.php

med hold info MC Websites Iexi links Job Search Career re... VA related College Related I-CAN!™ Legal State ...

phone number. Without this information we may be unable to process your request.

Answers Ask a Question/Submit a Request (ePAR) My Personal Folder Login

New Account * Denotes a required field.

* User ID (can use email address): Devil.Dog@yahoo.com

Password:

Verify Password:

Contact Information

* First Name: Devil

* Last Name: Dog

* Email Address: Devil.Dog@yahoo.com

Alternate Email 1:

Alternate Email 2:

MI:

Affiliation: Marine-IMA

* Customer RUC/Co: 88831/U Marines Only (IMA or MTU Members please include your Company Code).

When You are Done...

Create Account



Using the MFR CSC Website (Ask Question/Submit PAR)

Send your questions and requests . All types of administrative requests are accepted.

- Fill out the form.
- Attach digital/scanned documents
- Click on 'Continue'
- Click on 'Submit Question'

The screenshot shows a web browser window with the URL https://csc.marforres.usmc.mil/Scripts/csc.cfg/php.exe/enduser/ask.php?p_sid=RY1wb5Wk&p_accessibility=0&p_redirect=&p_sp=cF9zcmNoPSZwX3NvcnRfYnk9JnBfZ3JpZHNvci. The page is titled 'Ask a Question/Submit a Request (ePAR)' and shows the user is logged in as Rachel Knight. The form is divided into several sections:

- Question Data:**
 - * Subject: Travel Claim ICO SSgt Marine 1-12 Feb 2012
 - * Question: Please process attached travel claim for final IPP and travel entitlements. Thank you.
- Additional Information:**
 - * Topic: Travel Claims
 - Proxy/AlternateEmail: [Empty field]
 - * Incident RUC/CO: 88831 U [Dropdown menu] Enter the RUC of the Marine being reported on. Select 00000 if you don't know.
- Attach Documents to Question:**
 - 1 Choose File No file chosen Add Another Attachment
- When You are Done...**
 - Continue...



Using the MFR CSC Website ('My Personal Folder')

Questions: View the list, status, and details of all questions you have submitted, or update questions with new information, or indicate you no longer need action.

Answer/Update Notifications: View/delete all the answers you have subscribed to and view the answers expiration dates.

Account Profile: Change your User ID, password, and other contact information.

The screenshot shows a web browser window with the URL https://csc.marforres.usmc.mil/Scripts/csc.cfg/php.exe/enduser/myovr.php?p_sid=RY1wb5Wk&p_accessibility=0&p_redirect=&p_sp=cF9zcmNoPSZwX3NvcnRfYnk9JnBfZ3JpZHM. The browser's address bar shows the URL, and the page title is "MARINE FORCES RESERVE Customer Service". The page features the Marine Forces Reserve logo and the text "MARINE FORCES RESERVE Customer Service" with contact information: csc@marforres.usmc.mil and 1-800-255-5082. Below the header, there is a section titled "Information and Online Customer Service" with a message: "Incidents can now be accepted via fax. The new fax number is 504-697-8695. Please remember to include all contact information to include **name, rank, last 4, email, and phone number.** Without this information we may be unable to process your request." The main content area is titled "My Personal Folder" and contains a navigation bar with links: "Answers", "Ask a Question/Submit a Request (ePAR)", "My Personal Folder", "Logout", and "Help". Below the navigation bar, there are three tabs: "Overview", "Questions", and "Notifications". The "Overview" tab is selected, showing a list of links: "Questions", "Answer Update Notifications", "Account Profile", and "Change Password". The "Questions" link is highlighted, and the "Answer Update Notifications" link is also highlighted. The "Account Profile" link is highlighted, and the "Change Password" link is highlighted. The "Questions" link is highlighted, and the "Answer Update Notifications" link is also highlighted. The "Account Profile" link is highlighted, and the "Change Password" link is highlighted.



Points of Contact

IMA Admin Office:

Comm: (760) 725-7037

Fax: (760) 725-0827

E-mail:

mcb_campen_ima@usmc.mil

Customer Service Center:

Website:

<https://csc.marforres.usmc.mil>

Help desk: 1-800-255-5082

E-mail:

csc@marforres.usmc.mil *

***E-mails that are signed
digitally will not transmit
properly**

Fax: 504-697-8695



RESERVE SUPPORT UNIT / DEPLOYMENT PROCESSING COMMAND



Questions



Marines
The Few. The Proud.